

<b>Version Number</b>	5
<b>Revision Date</b>	21 March 2024
<b>Department</b>	Customer Service
<b>Author</b>	Head of Housing
<b>Reason for Policy Creation/Revision</b>	End of joint Allocation Policy with Bield and Trust and creation of Hanover's own Allocation Policy
<b>Data Protection</b>	This policy conforms to Hanover's Data Protection Policy and Procedure
<b>Equalities</b>	Equalities Impact Assessment completed - No impact
<b>Sustainability</b>	No impact
<b>Proof Read By</b>	Director of Customer Service
<b>Date Approved</b>	21 March 2024
<b>Approved By</b>	Board
<b>Next Review Due</b>	21 March 2027
<b>Audience – Training and Awareness Approach</b>	All employees within Housing and Care will be required to confirm that they have read and understood this policy.
<b>Effective Date</b>	1 April 2024
<b>Internal References – Policies &amp; Procedures (<i>Located on The Hub</i>)</b>	Allocations Procedure Available Homes Policy and Procedure Mutual Exchange Policy Shared Ownership Policy
<b>External References</b>	See Section 3

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## **1. Policy Purpose**

- 1.1 The purpose of this policy is to set out the principles and standards that we aim to follow, and our approach to making best use of our available homes by allocating the right size and type of property to those most in need.
- 1.2 Hanover aims to provide good quality, accessible and affordable housing to older people and others, with support where needed. We seek to meet diverse needs, and enable independent living, in inclusive neighbourhoods where people want to live and remain.

## **2. Policy Scope, Explanations or Requirements**

- 2.1 The allocations policy applies to all of Hanover's rented housing.
- 2.2 However, the policy allows for special arrangements to be agreed for certain housing types for specific developments, or with specific local authorities, depending on individual agreements and contracts which are outlined in this policy.
- 2.3 For Shared Ownership, Shared Equity or other forms of low cost home ownership, please refer to our policies relating to the allocation of these tenure types.
- 2.4 The allocation policy seeks to
  - to ensure fair and open access to housing;
  - to ensure fair and consistent assessment of housing applications;
  - to ensure housing is allocated to those in the greatest housing need (and housing support and care need, if applicable);
  - to ensure we comply with the relevant legislative and regulatory requirements in relation to the allocation of their housing;
  - to fulfil our responsibilities to work in partnership with local authorities in addressing the needs of homeless people and others in housing need through Section 5 protocol arrangements and nomination agreements;
  - to make best use of our available homes by ensuring an applicant's needs and choices can be matched to the most appropriate housing including, if applicable, any integrated housing support and care services required;
  - to work in partnership to provide information and advice to applicants regarding their housing options and choices

## **3. Legislative framework**

- 3.1 Our allocations policy complies with the relevant legislation, including:
  - Housing (Scotland) Acts 2001-2014

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- Homelessness etc. (Scotland) Act 2003
  - Management of Offenders Act 2005
  - Family Law (Scotland) Act 2006
  - Equality Act 2010
  - Immigration and Asylum Act 1999
  - Data Protection Act 2018
  - Human Rights Act 1998
  - Bribery Act 2010

3.2 We have also taken full account of the following regulatory requirements and good practice guidance:

- The Scottish Housing Regulator inspection and annual landlord performance reports – allocations issues highlighted;
- The Scottish Housing Regulator’s Regulatory Standards of Governance and Financial Management;
- The Scottish Government’s Practice Guide for Social Housing Allocations;
- General Data Protection Regulations (GDPR).

#### **4. Access to the Housing List**

- 4.1 Anyone aged 16 and over can apply to be added to the housing list. Applicants can apply by completing an application form or via Hanover’s website.
- 4.2 The application gathers general personal and household details, including an applicant’s address history for the previous three years in the event that tenancy references need to be requested. As well as this background data, the application also asks questions about an applicant’s current living circumstances which then enables us to determine their need for housing (see Section 13 ‘Assessment of need’).
- 4.3 Applicants can be considered for any type of property as described in sections 5 to 8 below and will require to meet the criteria for each service chosen.
- 4.4 When admitting someone to the housing list, no account will be taken of:
- property ownership;
  - income of an applicant or anyone to be housed with them;
  - any spent tenancy debts;

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- any outstanding liabilities against a property of which the applicant was not the tenant at the time the debt accrued;
  - any current outstanding tenancy debts if the amount is no more than one month's rent; or
  - any current outstanding tenancy debts where the amount is greater than one month's rent, but the applicant has a payment arrangement in place to which they have adhered for at least three months and to which they are continuing to make the agreed payments.

4.5 There is no limit to the number of development choices an applicant can make, or to the areas for which they can apply. Local connection is not a requirement (but please see section 13.9 regarding preference being given for a specific need to move to or remain in a particular area).

## **5. Sheltered housing and Very Sheltered Housing Developments**

5.1 Housing that is specially designed or adapted for persons of a particular age group or provides housing support services for persons of a particular age group, Hanover's policy is to allocate their housing for older people to applicants of a specific age, usually aged 55 and over.

5.2 We will advise prospective applicants of this policy to ensure they are fully aware of the housing options available to them from within Hanover's homes and the likelihood, or otherwise, of their being housed.

5.3 In certain circumstances, Hanover may consider allocating their housing for older people to applicants below 55 years old, for example where a younger applicant has similar housing support needs and would benefit from the services provided, or where a development provides specialist support to a specific customer group which also includes a lower age criteria, or where there is a low demand for the development from the normal customer group for example due to design issues, or through a targeted local lettings plan. Where there is a different age threshold this will be outlined in development related information to applicants.

5.4 Hanover may also have specific arrangements in place with local authorities where a different age limit has been agreed which will be outlined within individual agreements and contract between Hanover and the local authority.

5.5 For specialist housing, for example homes specially adapted for wheelchair users, we will firstly aim to match this to applicants who have a specific need for such housing and who also meet the age criteria stated. After which they will consider applicants out with the standard age group but who do have a need for the specialist homes.

## **6. Housing with care developments**

6.1 In our housing with care developments nominations for available homes are usually made by Health and Social Care Partnerships to ensure the right care package is available for the applicant. Applicants can be below 60 years old, for example where a younger applicant has similar housing needs and would benefit from the

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accommodation type, or where a development provides specialist support to a specific customer group which also includes a lower age criteria, or where there is a low demand for the development from the normal customer group for example due to design issues, or through a targeted local lettings plan. Where there is a different age threshold this will be outlined in development related information to applicants.

## **7. General needs developments**

- 7.1 Hanover has a number of properties that provide family accommodation. Applicants aged 16 and over can apply for available homes in these developments.

## **8. Nomination Agreements**

- 8.1 Hanover has written nomination agreements with each local authority in whose area we have housing where that authority operates a housing list. Hanover normally agrees to offer 50% (or other amount as specified in an individual agreement) of their available homes in any given year to be allocated to applicants nominated from a local authority's own housing list, although some housing types or specific developments may be excluded in certain areas.

- 8.2 Applicants who have applied directly to Hanover will be advised to also make an application to the local authority (or local authorities if interested in more than one area), where that authority operates a housing list, to ensure they have maximised their options for being rehoused in their chosen location(s).

- 8.3 Normally the applicants nominated by the local authority will also be assessed in accordance with this policy, unless agreed otherwise with the local authority.

- 8.4 The aim of entering into such agreements with local authorities is to allow the greatest access possible to Hanover's available homes, enabling those who have not applied to them directly to be considered; as well as providing Hanover an opportunity to assist local authorities in meeting their strategic housing objectives.

## **9. Section 5 Protocol Agreements**

- 9.1 Hanover has written protocols with each local authority in whose area they have housing in order to meet their responsibility to assist local authorities by providing for homeless people when requested.
- 9.2 Hanover's protocol agreements take account of any specialist housing and integrated care and/or housing support services being provided in order that any applicants referred under this process have a need for the housing and related services.

## **10. Other referrals**

- 10.1 There may be some housing types or specific developments which have different arrangements in place for accessing housing such as social work or other agency referrals. Applicants will be advised if this is the case for any of their housing choices (see Section 19).

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## **11. Common Housing Registers (CHRs)**

- 11.1 We are committed to working with local authorities and other providers to maximise the housing options available to applicants. We will liaise with CHRs where we are not partners and where practical to ensure information can be shared for this to take place.
- 11.2 For strategic or operational reasons Hanover may decide that in some local authority areas it is preferable to take part in their Common Housing Registers, which would entail allocations in those areas being made out with Hanover's allocation policy. This could include taking part in choice-based lettings allocations. Where this occurs Hanover will enter a shared allocations process with the appropriate local partners.

## **12. Assessment of Need**

- 12.1 Hanover's available homes will be allocated based on housing and health needs and, where applicable depending on the housing type, care and / or housing support needs. This will be assessed according to a points system which has been designed to ensure that those in the greatest need are prioritised. The points system is detailed at Appendix 1 with definitions and explanatory notes provided in Appendix 2.
- 12.2 The points system is divided into the following categories:
- Security of tenure;
  - Standard of current housing;
  - Harassment and abuse;
  - Overcrowding, under occupying and sharing;
  - Health and mobility;
  - Social factors;
  - Housing support
- 12.3 Points can be awarded in these categories according to an applicant's living circumstances and will determine an applicant's need for housing as compared with other applicants on the list at the same time.
- 12.4 Housing support points will only be applicable where housing support services are provided by Hanover as part of the housing service. Assessment of care needs for our Housing with Care developments will be agreed with the local authority and outlined within agreements and contracts.
- 12.5 In the assessment of need the policy gives reasonable preference to people who:
- are homeless or threatened with homelessness and have unmet housing needs;
  - are occupying housing which does not meet the tolerable standard or are living in unsatisfactory housing conditions and have unmet housing needs;

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- are Hanover customers and are occupying housing that is considered to be overcrowded;
  - are applicants who are under occupying their current housing;
  - are Hanover customers living in a wheelchair adapted house but no longer have a need for this adapted property;
  - are Hanover customers requiring a wheelchair adapted house but currently live in housing which does not meet this specific need

12.6 Unmet housing need is where someone has a housing need which is not capable of being met by the housing options which are available. To establish whether there are unmet housing need Hanover will:

- review the applicant's existing arrangements;
- review what suitable alternative options are available across all tenures;
- look at our own available housing to see if we can meet the unmet need.

12.7 Hanover has considered these categories and ensured that the points system is weighted accordingly to give applicants in these groups the correct level of points to be a priority on the housing list. Furthermore, Hanover customers seeking a transfer to another Hanover property on the grounds of:

- under occupation;
- overcrowding;
- moving from a wheelchair adapted property where the household no longer require it, or
- moving to a wheelchair adapted property where the household has a need for such property

Such applicants will receive priority and will show at the top of the shortlist for an available home which meets the matching criteria for the transferring customer's needs.

12.8 However, whilst giving due preference to these groups the policy still takes other factors into account. Therefore, the points system is also weighted according to those housing and health needs (and housing support needs, if applicable) which Hanover considers to be more pressing.

12.9 No account will be taken of the length of time an applicant has been resident in the area for which they have applied. However, applicants with a specific need to move to or to remain in a certain area will be prioritised through the points system (see Appendix 1) over those with no connection to the area. Priority reasons for needing to move to or remain in an area could be because:

- they are employed or have been offered employment in the area;

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- they need to give or receive support;
  - they have a particular social or medical reason for needing to be in the area;
  - they are victims of harassment;
  - they are victims of or are at risk of domestic violence

12.10 Similarly, no account is taken of the length of time an applicant is on the list for housing and points are not awarded for this. Date of application will be used only where two applicants have equal points in order to determine to whom an allocation should be made.

### **13. Pre allocation assessment**

13.1 All applicants who are to receive an offer of housing must have received a pre-allocation assessment either as a home visit assessment within their current housing or through a telephone assessment. Prior to an offer of tenancy being made a pre-allocation assessment must normally have taken place within the previous twelve months. The housing or care team will decide on the type of assessment required based on the information available at the pre-allocation stage.

13.2 The purpose of the pre-allocation assessment is:

- to verify the accuracy of an applicant's living circumstances as stated in their application;
- to ensure no information pertinent to their application has been omitted;
- to confirm any housing support or other needs they may have;
- to answer any questions, they may have about the application and allocation process;
- to provide information about the type of services provided by Hanover;
- to ensure that an applicant's needs can be met through their choices of housing;
- to clarify with the applicant rent and other related charges (where appropriate) and to provide welfare benefits advice to ensure the applicant is able to meet the charges should a tenancy be accepted.

13.3 Further information may be sought, such as a medical report or social work assessment, before progressing the application any further where we are

- unable to verify or confirm the applicant's circumstances as outlined in 14.2, or
- where an applicant's support needs appear too high to be addressed by being rehoused by Hanover, or



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- where any other concerns are raised from the pre-allocation assessment that were not apparent from the application form.

13.4 Applicants with very high support needs may only be made an offer of housing where it is confirmed that an appropriate level of additional housing support (and care if applicable) will be put in place by other agencies to enable the applicant to sustain a tenancy.

13.5 Hanover reserves the right not to actively consider an applicant where it has been confirmed that their needs could not be met in their choice of housing and/or where an appropriate level of support from outside agencies will not be available to them. If this were to be the case, the applicant would be advised of this decision and the reasons for it and informed of their right to appeal.

#### **14. Allocation of housing**

14.1 Hanover's aim is to make sure that allocations are made to those in greatest need. Therefore, offers will normally be made to the top pointed applicant for an available home at a particular development if the requirements set out in sections 15-18 below are met.

#### **15. Household composition and bedroom matching**

15.1 The applicant should be a match for the property in terms of size according to the rules and criteria set by Hanover. Applicants will be a match where they require the same number of bedrooms as the available property and require the same number of bedspaces or one bedspace less (see Appendix 3 for details). However, applicants requiring more bedspaces will not be considered, as Hanover will never knowingly make an allocation which results in a household being overcrowded.

15.2 Where there are no applicants on the list who match the property size according to the criteria, we will consider applicants on the list who are a match for the size smaller than the available home. Where there are still no matches, we will approach the local authority and/or other housing providers and agencies to seek nominations.

#### **16. Bedroom matching criteria for children**

16.1 Where there are children in the household, the following bedroom match rules will normally apply.

- two children of the same sex under the age of 16 can share a double bedroom;
- two children of different sex under the age of 10 can share a double bedroom

16.2 Hanover will never knowingly make an allocation which results in two children sharing a bedroom with a single bedspace.

#### **17. Available homes/applicants' needs match**

17.1 As well as property size, the Allocations Policy also aims to match applicants' choices and needs to the available homes. Therefore, to ensure that offers made to

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an applicant are reasonable and meet their needs, the shortlisting will take account of applicants' choices and requirements such as:

- development choices;
- floor level needs or preferences;
- bathing facility needs or preferences;
- adaptation requirements;
- mobility and access issues;
- need for housing support

## **18. Up to date information**

- 18.1 All information required for an applicant must have been received and be up to date for an offer to be made. Therefore, the pre-allocation assessment must be no older than twelve months, and, if required, any outstanding supporting information from the applicant themselves or from third parties, such as confirmation of payment arrangements for outstanding arrears, medical reports, care assessments, tenancy references, etc. must have been received to our satisfaction.
- 18.2 Where information is still outstanding, the application will not be fully complete, and the applicant will be bypassed. The offer will be made to the next highest pointed person on the list for the same development.

## **19. Offers and refusals**

- 19.1 Hanover aims is to ensure that offers meet applicant requirements and will be made as per the criteria set out in sections 15-18. Applicants will be given a stipulated amount of time to view the property and to either accept or reject the offer.
- 19.2 If the top pointed applicant on the list refuses an offer for an available home, it will be offered to the next highest pointed applicant on the list and so on until the property is allocated.
- 19.3 Where applicable, any relevant feedback from an applicant who has refused an offer of housing will be used to update their application to try and ensure that any future offers made meet their requirements, thus avoiding further refusals from them.
- 19.4 Applicants who refuse offers can hold up the process for others on the list and cause the available homes to remain empty for longer. Therefore, within a twelve-month period, if an applicant refuses a total of two offers that had met their choices and requirements without a satisfactory reason, their application will be suspended from receiving offers for one year (see section 29).
- 19.5 We consider a satisfactory reason for refusal to be due to some factor which prevents an applicant from accepting an offer which they would otherwise have taken at another time, such as going on an extended holiday; or any other event out with their control, for example bereavement or going into hospital.

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## **20. Transfers**

- 20.1 A transfer takes place when a customer moves to another Hanover property, either in the same development or in another development. If a customer moves into a property of another Housing Association or a Council this is not classed as a transfer.
- 20.2 Hanover customers wishing to transfer must make an application to go on the housing list in the same manner as all other applicants.
- 20.3 Their application will then be assessed and considered in the same way as other external applicants.
- 20.4 The only exception relates to applications from current customers who wish a transfer to another Hanover property on the grounds that they are under occupying the property, or where they are overcrowded, or where there is a need to move into/move out of a wheelchair adapted property (see section 13.5).
- 20.5 The criteria used by Hanover to determine under occupancy differs slightly from the Department of Work and Pensions' rules relating to welfare benefit entitlement. Where this applies, we will provide advice and information to ensure applicants are able to make an informed decision prior to accepting an allocation of tenancy.
- 20.6 Before a transfer can be approved, the following conditions should normally be met taking account of our Available Homes Management Policy and Procedures and taking account of customer's circumstances or other reasons:
- Transferring customers must agree to adhere to the standard "ending a tenancy" conditions stated in their tenancy agreement.
  - The decorative condition, cleanliness and state of repair of the customer's current property should be acceptable to Hanover to allow it to be relet without redecoration costs.
  - If this is not the case, the customer may be required to bring it up to standard themselves or agree to cover Hanover's costs to have this carried out.
  - They should normally agree to clear the property of all furniture and personal effects and leave it in a clean and tidy condition.
  - Transferring customers must have conducted their tenancy in a satisfactory manner and will be subject to the same conditions of suspension (see section 29)
- 20.7 Transfers that are required because of property improvement or rehabilitation work, or due to long term decants, will be dealt with as Management Allocations (see section 25).

## **21. Mutual Exchanges**

- 21.1 Hanover customers can apply for a mutual exchange with another tenant customer of any housing association or local authority. Advice and assistance will be provided where possible for any customers wishing to undertake such a move.

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21.2 Normally, the following rules and conditions will apply:

- each party to the exchange must have held a tenancy for a minimum of 12 months prior to making the application;
- potential incoming exchange customers must meet the size eligibility criteria, as well as satisfy the age and housing support needs criteria for the property and development to which they propose to move;
- each landlord must be agreeable to the exchange;
- each landlord must be satisfied that both tenancies have been conducted in a satisfactory manner;
- exchanging customers must agree to accept the properties in the condition as seen.

21.3 For all external customers to a mutual exchange, a satisfactory tenancy reference will be required before an exchange will be agreed.

21.4 Hanover reserve the right to refuse to agree to an exchange request if it does not meet the conditions stated above.

21.5 For further details, please refer our Mutual Exchange policy.

## **22. Special arrangements and sensitive lets**

22.1 In certain areas, or for certain developments, there may be specific agreements in place with the local authority where the available homes are allocated out with the standard policy.

22.2 For example, there may be 100% nomination arrangements for specific developments, or joint assessment or referral arrangements for more specialist stock or services.

22.3 Where there are single properties within a development which are of a different housing type, or where services are different to those being provided to the rest of the customers, consideration will be taken of the main customer group living in that development and any allocations to those properties will be made in a sensitive manner.

## **23. Local lettings initiatives**

23.1 On occasion it may be appropriate for Hanover to use local lettings initiatives for different developments or for specific areas.

23.2 Hanover may consider this if it is believed a different approach is required in a certain area. For example, local initiatives may be felt necessary to stimulate interest in areas of low demand or, conversely in areas of high demand and short supply, to prioritise allocations to local communities who would otherwise have difficulty accessing housing.

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- 23.3 A local lettings plan must be drawn up which clearly sets out the aims of the initiative. Hanover would have to demonstrate the validity of requiring a special approach by producing evidence to show that these aims would not be achieved through the standard allocations policy.
- 23.4 We must then ensure we have systems in place to monitor that an initiative is meeting the stated aims with no unexpected consequences, and review this on a regular basis to confirm it is still required.
- 23.5 Any proposed initiative must still comply with the relevant legislation governing the allocation of available homes regarding what can and what cannot be considered.

## **24. Management allocations**

- 24.1 One of the aims of the policy is to ensure that allocations are made in a fair, consistent and transparent manner to those who are most in need. However, Hanover recognises that it may not be feasible to cover all situations through their standard points system.
- 24.2 Occasionally situations may arise where Hanover have an extreme and urgent need to rehouse an applicant or customer, but their specific circumstances are not covered by the points system. In such cases, a decision may be taken to make a management allocation.
- 24.3 The same may also apply where another registered social landlord requests help with rehousing one of their customers in similarly urgent or extreme circumstances.
- 24.4 Management allocations are intended for use only in very exceptional circumstances or emergency situations where there are no other options available within the policy. Any such decision must be taken at a senior level, no lower than Head of Housing or Head of Care and must be fully documented and reported as set out in the Allocations procedure to ensure accountability is maintained.
- 24.5 Hanover customers seeking a transfer for medical or other personal factors will be assessed in accordance with Section 12 of this policy and would not routinely be considered for a transfer through the Management Allocations process.
- 24.6 Hanover will monitor the use of any management allocations they may make to ensure their numbers are minimal. Should patterns emerge showing management allocations being made to applicants with similar circumstances, this could be an indication that there is a gap in the policy and that it does not adequately reflect applicants' needs, in which case it will be reviewed.

## **25. Housing Managed offenders**

- 25.1 On occasion, we are required to work with our partners in Responsible Authorities to assist with Multi-Agency Public Protection Arrangements (MAPPA).
- 25.2 Multi Agency Public Protection Arrangements is a framework that coordinates the efforts of different authorities to manage the risks posed by sexual and violent offenders. It involves various agencies like the police, probation services, and prison services who work together to ensure public safety. Under MAPPA, agencies share information and collaborate to create and implement risk management plans for

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individual offenders. This collaboration aims to protect the public, prevent re-offending, and successfully reintegrate offenders into the community while managing potential risks.

- 25.3 Within MAPPA, social housing providers are known as Duty to Co-operate (DTC) agencies. As such they must co-operate with the Responsible Authorities.
- 25.4 Registered Social Landlords (RSL) do not themselves have responsibility for managing risk. The key housing contact in each RSL is the Link Officer.
- 25.5 The role of each RSL is to contribute to the Responsible Authorities management of risk by:
- Exchanging information on housing with Responsible Authorities;
  - Identifying and allocating housing that has been assessed as suitable by the Responsible Authorities;
  - Liaising with the Responsible Authorities on their on-going management and monitoring of the risks the individual may pose;
  - Having in place arrangements with the Sex Offender Liaison Officer (SOLO) and the other Responsible Authorities to deal with situations where a property is no longer suitable and/or the individual's safety is at risk, or if there are behaviour changes that suggest that the individual poses a risk to the community.
- 25.6 Our approach to this is:
- Manage risks posed by individuals subject to MAPPA and protect communities where they live;
  - Work in partnership with other agencies;
  - Ensure individuals subject to MAPPA receive support to allow them to sustain their tenancy
- 25.7 Applications from individuals subject to MAPPA will only be visible and processed by designated Link Officers in Hanover.

## **26. Reviews**

- 26.1 Applicant reviews will be carried out on an annual basis on the anniversary of their application. The purpose of the review is to confirm that an applicant is still interested in being rehoused and to check for any changes to their circumstances to ensure their details are as up to date as possible.
- 26.2 If, however, an applicant receives a pre-allocation assessment, or has any other written or verbal contact confirming any changes of circumstance prior to the anniversary, this will be regarded as the application being reviewed. The next review will be changed to a year from the date of contact.

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- 26.3 Where an applicant has moved house, a new application will require to be completed.
- 26.4 Applicants who do not respond to their review letter will be sent a reminder letter to give them a further opportunity to respond. Where no response is received to the second correspondence within a specific time, it will be assumed that the applicant is no longer interested or no longer at the given address and their application will be cancelled.

## **27. Changes in circumstances**

- 27.1 Applicants are responsible for advising Hanover of any changes in their circumstances which may affect their application.
- 27.2 Failure to do so could result in an incorrect assessment of their application. It could also result in the withdrawal of an offer of tenancy made to them based on incorrect information (see section 32).

## **28. Deferrals**

- 28.1 Hanover's approach to deferrals is intended to try and ensure that applicants currently on the list are actively seeking to move, as well as encouraging them to be clear about their choices and have realistic expectations of what properties will be available to them.
- 28.2 When people make an application, they will be given clear information about the housing types, services and areas available to them and asked to make their choices based on this. They can change their choices at any time if they meet the criteria for their selections. If an applicant does not meet the criteria for one or more of their choices, they will be advised of this and given information regarding alternatives.
- 28.3 We recognise, however, that there may be occasions where an applicant is interested in being housed immediately but is prevented from doing so because of circumstances such as ill health, impending hospital admission, extended holiday, etc. Therefore, in such cases the application can be deferred for up to a maximum of six months.
- 28.4 Applicants who wish to defer for any longer than six months will be asked to reapply when they are actively seeking to move, and their current application cancelled.

## **29. Suspensions**

- 29.1 There may be occasions where Hanover consider it appropriate to suspend an applicant from receiving offers for a specific period.
- 29.2 The reasons why applicants may be suspended from receiving offers are as follows:
- anti-social behaviour - an action or course of conduct causing or likely to cause alarm, distress, nuisance or annoyance on at least two occasions;
  - previous convictions – using a house or allowing it to be used for immoral/illegal purposes or committing an offence which was punishable by law in or in

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the locality of the house occupied by the person (or someone they live or have lived with);

- order for recovery for possession – a court in Scotland, England, Wales or Northern Ireland has previously granted an order to evict a tenant;
- abandoning or neglecting a property – the applicant has previously had a property repossessed by a social landlord due to abandonment or deterioration of the condition of the property or furniture provided for the tenant's use;
- rent arrears and other tenancy related debt – debt of more than one month's rent where a repayment arrangement has not been agreed or adhered to;
- making a false statement in an application for housing – an applicant knowingly or recklessly made a false statement in their application form;
- applicants who have refused two reasonable offers of housing that meets their choices and requirements within a twelve-month period;
- repeated breaches of tenancy;
- the applicant has declared that they are required to register as a relevant offender under the Sexual Offences Act 2013, and further investigation is required as per Hanover's policy on the housing sex offenders;
- concerns an applicant's housing support and/or care needs do not match service(s) provided and they are unable to secure a package of additional support from other sources which would enable them to sustain a tenancy

29.3 Any suspension from receiving offers will not be indefinite, but time limited up to a maximum of one year, dependent on the circumstances. In some situations, a suspension may be invoked pending investigation and for the length of time of the investigation.

29.4 In situations where tenancy breaches or anti-social behaviour have been confirmed, an applicant will be suspended from receiving offers for a specific period to monitor for any improvement in the situation. If at the end of the specified period no further breaches have occurred, the suspension can be lifted. However, if no improvement has been shown a further suspension for the same specified period will be put in place.

29.5 In all cases applicants will be notified in writing that they are being suspended from receiving offers, the reason for this, and the length of the suspension. They will be advised of their right to appeal the decision and the process to follow should they wish to do so.

29.6 The personal circumstances of an applicant and the extent of housing need will be considered when deciding on whether to suspend them from receiving offers.



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29.7 The decision to suspend an applicant from receiving offers will only be made by the Housing Manager or Care Manager and any appeal will be heard by the Head of Housing or Head of Care.

### **30. Cancellation of applications**

30.1 Applications will be cancelled and removed from the housing list under the following circumstances:

- Rehousing of the applicant in a Hanover property
- At the applicant's request;
- On the death of the applicant;
- When there is no response to review correspondence;
- When there is no response to repeated requests to undertake a pre-allocation assessment.

30.2 An application may also be cancelled after it has been suspended for a significant period due to concerns that the applicant's housing support and/or care needs do not match the service(s) provided and they remain unable to secure a package of additional support from other sources which would enable them to sustain a tenancy. In such circumstances the decision to cancel must be taken by the Head of Housing or Head of Care.

### **31. Tenancy References**

31.1 Tenancy references will be requested if information is disclosed in an application or during a home assessment which requires confirmation or further enquiry. Examples of this could be confirmation that an application is sticking to a payment arrangement for rent arrears, or that there have been no further instances of anti-social behaviour.

31.2 Where an unsatisfactory tenancy reference is received, Hanover reserves the right to suspend the applicant from receiving offers for a specified period of time (see section 29).

### **32. False or misleading information**

32.1 Applicants must sign a declaration confirming that the information they have provided as part of their application is true and correct. If it comes to light that any answers or statements are false or misleading, or that relevant information has been deliberately withheld, the application will be reassessed using the correct information and Hanover reserves the right to suspend the applicant from receiving offers for a specific period (see section 29).

32.2 Hanover also reserve the right to withdraw any offers of tenancy which have been made based on false or misleading information being provided. Similarly, should they become aware that an allocation was made based on false information, they may take action to terminate the tenancy and recover possession of the property.

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### **33. Housing information and advice**

- 33.1 Hanover aims to provide good quality information and advice about their housing, and any related services provided, to ensure applicants can make a fully informed choice when deciding whether to accept an offer of tenancy.
- 33.2 Where required, we will aim to ensure applicants are made aware of the wider housing options available to them. If Hanover is unable to provide wider advice to applicants, we will aim to source the information for them or to put them in touch with other agencies who can provide this.
- 33.3 Hanover will also seek to widely promote their services and how they can be accessed to other agencies, such as social work departments and local advice centres, which may be in contact with applicants who are eligible and may be interested in receiving such services.

### **34. Equality and diversity**

- 34.1 Hanover aims to promote equality and diversity and operate equal opportunity policies which inform all aspects of their business. They will ensure that they adhere to the Equality Act 2010 by being committed to equal and fair treatment for all and opposed to any form of unlawful discrimination.
- 34.2 No applicant for housing, nor anyone who is part of their application, will be treated differently or less favourably than others because of any of the protected characteristics as listed in the Equality Act 2010:
- age;
  - disability;
  - gender reassignment;
  - marriage and civil partnership;
  - pregnancy and maternity;
  - race;
  - religion or belief;
  - sex;
  - sexual orientation

or because of any other condition or characteristic which could place someone at a disadvantage were it to be considered unless this can be objectively justified in terms of the legislation.

- 34.3 Hanover will make reasonable adjustments for people with disabilities where necessary and possible to do so.

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34.4 Upon request, Hanover will make information on applying for housing available in alternative formats, such as large print, tape, Braille, and community languages, if required.

### **35. Personal connection with Hanover**

35.1 Hanover is required to comply with the Scottish Housing Regulator's Regulatory Standards on Governance and Financial Management. This includes having in place appropriate controls to manage potential benefits to its governing members, employees and their close relatives with regards to an allocation of housing. In doing so Hanover has adopted the Scottish Federation of Housing Association's Model Code of Conduct for Board and Committee Members, and the Code of Conduct for Staff. These Codes set out requirements and expectations around the standards of conduct by Board and Committee Members and Staff. This includes declaring and managing personal interests.

35.2 Applicants are asked to declare if they are a Board Member, are related to a Board Member, are an employee of Hanover, or are related to an employee of Hanover. Hanover has in place procedures for ensuring open disclosure of any perceived conflict of interest relating to the applicant's relationship with Hanover. This includes the granting of a tenancy.

35.3 Hanover is allowed to allocate to these groups, as long as the following conditions apply:

- the allocation is made according to the standard needs assessment and allocation rules laid out in Sections 9 -15, without any special consideration being given;
- the Board member or employee concerned has not been involved in or influence over the allocation in question;
- the tenancy granted is declared and recorded in Hanover's Register of Interest.

### **36. Appeals**

36.1 Any applicant who is dissatisfied with the way their application has been assessed, reviewed, suspended or any other decision taken in relation to their application, can ask the Housing Manger or Care Manager to review the decision. Should the applicant be dissatisfied with the response, the applicant will be advised to complain using Hanover's formal Complaints Policy.

### **37. Complaints**

37.1 Anyone wishing to make a complaint about any aspect of the application, assessment or allocations process, or anyone dissatisfied with the outcome of an appeal, will be given details of Hanover's complaints policy and procedure.

### **38. Data Protection and Confidentiality**

38.1 Hanover will comply with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR) and treat all information provided by an applicant in

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the strictest confidence. Their details will be held securely and will only be accessed by employees for the purposes of assessment, review, or allocation.

38.2 However, as part of this process Hanover may share applicants' information with other agencies, such as the Council and NHS providers, for the purposes of fully assessing their housing and support needs. Similarly, if Hanover is participating in a common housing register, applicants' details may be held centrally by the party responsible for administering the register and be accessible by other participating landlords. Applicants will be advised that their information will be shared for these purposes only and must give their permission for this when applying.

38.3 Applicants also give their permission for Hanover to make any tenancy, financial or medical enquiries deemed necessary when considering their application.

38.4 Applicants have the right to access the information being held about them upon request, and to have any inaccuracies corrected.

### **39. Monitoring & Evaluation**

39.1 Head of Housing and Head of Care will monitor performance figures relating to allocations and available homes management monthly, following all necessary reporting requirements. This monitoring process will help ensure that the objectives and goals set out in the policy are being effectively achieved.

### **40. Reporting Requirements**

40.1 Performance figures relating to allocations and available homes will be reported monthly to the Senior Management Team and annually through the Annual Return of the Charter.

### **41. Review**

41.1 This policy will be reviewed every three years or sooner if required.

## Appendix 1 – The points system

Category	Points
<b>A. Tenure</b>	
<i>Points can only be awarded from one of the categories, except * which can be added in addition to another selection if applicable</i>	
Homeless	500
Threatened with homelessness	300
Living with family & not applicant's own home	30
Living with friends & not applicant's own home	30
In lodgings	30
In temporary housing	30
In a hostel	30
Rough sleeper	80
Relationship breakdown*	10
<b>B. Standard of current housing</b>	
<i>If points are awarded for BTS, they cannot be awarded in any of the other categories</i>	
Below Tolerable Standard (BTS)	80
Serious disrepair	15
Lacking facilities:	
<i>Cold water</i>	10
<i>Hot water</i>	5
<i>Mains electricity</i>	10
<i>Kitchen</i>	5
<i>Bathroom/shower room</i>	5
<i>Inside toilet</i>	10
Dampness	5
Partial central heating	5
No central heating	10
<i>Possible total excluding BTS</i>	75
<b>C. Harassment and abuse</b>	
Racial harassment	80
Domestic abuse	80
Personal harassment	80
<b>D. Overcrowding, under occupying and sharing</b>	
Lacking bedspaces - points per bedspace	30
Excess bedrooms - social housing tenants only	30
Sharing facilities:	
<i>Bathroom/toilet</i>	10
<i>Kitchen</i>	5
<i>Living room</i>	5
<b>E. Health and Mobility</b>	
Accessing bathroom/bedroom on your own:	
<i>with difficulty</i>	10
<i>unable to access</i>	20
Getting out on your own:	
<i>with difficulty</i>	10
<i>unable to access</i>	20

Getting in and out of bath / shower on your own:	
<i>with difficulty</i>	10
<i>unable to access</i>	20
Maintaining garden on your own:	
<i>with difficulty</i>	5
<i>unable to maintain</i>	10
<b>F. Social factors</b>	
Anti-social behaviour	20
Giving / receiving support	10
Access to amenities	8
Employment	20
Marriage / partnership break-up	10
Social contact:	
<i>every day</i>	0
<i>at least once per week</i>	5
<i>less than once per week</i>	10
<b>G. Housing Support</b>	
Housework	
<i>can do on your own with difficulty</i>	4
<i>cannot do without assistance</i>	8
Shopping	
<i>can do on your own with difficulty</i>	4
<i>cannot do without assistance</i>	8
Preparing meals	
<i>can do on your own with difficulty</i>	4
<i>cannot do without assistance</i>	8
Budgeting	5
Dealing with correspondence	5
Keeping home safe and secure	10
Keeping home in good repair	10
Emergency alarm call service	10

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## Appendix 2 – The points system: definitions and explanatory notes

### Tenure

*Points can only be awarded under one of the tenure categories, except \* which, if applicable, can be added in addition to another selection*

**1. Homeless: 500 points**

This refers to an applicant who has been defined as statutorily homeless by the local authority only. For the points to be awarded here, a copy of the local authority statement classifying the applicant as homeless must be provided.

**2. Threatened with homelessness: 300 points**

A person is classed as being 'threatened with homelessness' if they are likely to become homeless within two months. In order for points to be awarded in this category, evidence must be provided that the applicant will lose their housing within two months, e.g. an eviction notice. Points will only be awarded when the date is two months or less from the date of application; where evidence shows that the timescale is longer than this period, the situation will be re-assessed when the two months applies.

**3. Living with family and not applicant's own home: 30 points**

This applies when an applicant is living with family, but it is not their own home, and they have no legal right to occupy it. It does not apply to applicants living on their own in a property owned by a family member, who has given them leave to stay there.

**4. Living with friends and not applicant's own home: 30 points**

This applies when an applicant is living with friends, but it is not their own home, and they have no legal right to occupy it. It does not apply to applicants living on their own in a property owned by a friend, who has given them leave to stay there.

**5. In lodgings: 30 points**

Points will be awarded in this category to an applicant renting a room or rooms in someone else's house or in a bed and breakfast establishment.

**6. In temporary housing: 30 points**

This category applies to applicants living in local authority temporary housing; it does not refer to applicants who have a Short Scottish Secure Tenancy.

**7. In a hostel: 30 points**

Applies to persons living in hostels, shelters or refuges, but who have not been defined as statutory homeless by the local authority.

**8. Rough sleeper: 80 points**

This applies to applicants who have no housing and are sleeping in the open air or in places not specifically designed for human habitation.

**9. \*Relationship breakdown: 10 points**

This provides additional points to anyone in any of the categories who, in addition to their secure tenure, are also experiencing a breakdown of relations which makes their situation worse than someone living under similar circumstances but where they have a good relationship with the other occupants.

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## **Standard of Current Accommodation**

*If points are awarded for Below Tolerable Standard (BTS), no further points can be awarded in this section. The other categories come to a maximum possible total that is lower than BTS to ensure this standard of housing receives the highest points*

### **10. Below Tolerable Standard (BTS): 80 points**

The tolerable standard is the minimum repair standard set by the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Acts 2011 and 2006. A property must be officially classified BTS by the local authority and, for the points to be awarded, a copy of the local authority statement must be provided.

### **11. Serious disrepair: 15 points**

Serious disrepair refers to major problems, such as structural issues, subsidence, rot, etc. Points will not be awarded in this category for more commonplace, everyday repairs or wear and tear issues.

### **12. Lacking facilities: possible total 45 points**

Points can be awarded for lacking any of the following facilities:

- cold water, mains electricity, and inside toilet – 10 points
- hot water, kitchen\*, bathroom / shower room – 5 points

*\* Whether it is a separate room or a selection of a room, a kitchen is considered to be such if it contains a sink, cooker (or room for a cooker), work surface(s) and room for a fridge/freezer. Points can be awarded if one or all of these elements do not apply.*

### **13. Dampness: 5 points**

Points will be awarded to an applicant whose current housing has dampness

### **14. Partial central heating: 5 points**

Full central heating is considered to be central heating in all of the main living areas, i.e.. living room, bedroom, kitchen and bathroom, and no points are due if this is the case.

Points can be award for partial central heating if an applicant does not have central heating in all of the aforementioned.

### **15. No central heating: 10 points**

These points can be awarded if an applicant either has no heating at all or has a form of heating which is not central heating, and this may include solid fuel heating, wall mounted and free-standing heaters.

## **Harassment and abuse**

### **16. Racial harassment: 80 points**

Points will be awarded if an applicant states they are experiencing racial harassment at their current housing.

### **17. Domestic abuse: 80 points**

Points will be awarded if an applicant states they are experiencing domestic abuse at their current housing.

### **18. Personal harassment: 80 points**



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Points will be awarded if an applicant is being singled out for harassment because of any of the other protected characteristics listed in the Equality Act 2010 (see section 30), or for any other condition or characteristic which makes them vulnerable to being targeted.

However, points are **not** available in this category where an individual is experiencing problems in their area such as anti-social behaviour, but they are not the sole victims, and the behaviour is not being targeted solely at them.

### **Overcrowding, under occupying and sharing**

#### **19. Lacking bedspaces: 30 points for each bedspace lacking**

Points will be awarded for each bedspace that an applicant's household is lacking. This will be determined according to the bedroom matching criteria referred to in section 13 and detailed in Appendix 3.

#### **20. Excess bedrooms: 30 points**

Points will be awarded to applicants who are social housing tenants who do not require all the bedrooms in their home.

#### **21. Sharing facilities: possible total 20 points**

Points can be awarded for an applicant having to share any of the following facilities with people who are not part of their application:

- Bathroom / toilet – 10 points
- Kitchen, living room – 5 points

### **Health and Mobility**

*This section looks at how a household can cope with any health or mobility issues in its current housing. Points are not awarded per applicant, but per application if someone who forms part of the application experiences the problem.*

#### **22. Accessing bathroom / bedroom: 10 or 20 points**

Points will be awarded as follows:

- a member of the household can access the bathroom or bedroom in their current housing on their own, but with difficulty – 10 points
- a member of the household is unable to access the bathroom or bedroom in their current housing without assistance from someone else – 20 points

#### **23. Getting out: 10 or 20 points**

Points will be awarded as follows:

- a member of the household can get out from their current housing on their own, but with difficulty – 10 points
- a member of the household is unable to get out from their current housing without assistance from someone else – 20 points

#### **24. Getting in and out of bath / shower: 10 or 20 points**

Points will be awarded as follows:

- a member of the household can get in and out of the bath / shower in their current housing on their own, but with difficulty – 10 points

- 
- a member of the household is unable to get in and out of the bath / shower in their current housing without assistance from someone else – 20 points

*It is important to note that this category relates only to a person's physical ability to get in and out of their current bathing facilities; points are not available for requiring help with bathing itself.*

## **25. Maintaining garden (if applicable) : 5 or 10 points**

Points will be awarded as follows:

- a member of the household can maintain their garden on their own, but with difficulty – 10 points
- a member of the household is unable to maintain their garden without assistance from someone else – 20 points

## **Social Factors**

### **26. Anti-social behaviour: 20 points**

Points will be awarded if an applicant states they are experiencing anti-social behaviour or have fears regarding safety at their current or in the surrounding vicinity.

### **27. Giving / receiving support: 10 points**

This applies if an applicant needs to move to live nearer someone either to give or receive support to/from them.

### **28. Access to amenities: 8 points**

This is where a household needs to move to be nearer amenities and facilities that are important to them, and may include schools, health care facilities, shops, libraries, social amenities, etc.

### **29. Employment: 20 points**

Points are awarded in this category if an applicant needs to move to be nearer to current or future employment, or for employment opportunities.

### **30. Marriage / partnership break-up: 10 points**

Points would apply in this section where an applicant is seeking a move from their current housing because of a marriage, civil or common-law partnership break-up.

### **31. Social contact: 5 or 10 points**

If an applicant has some form of social contact every day, then no points would be available; however, for anything less than daily contact, points will be awarded as follows:

- the applicant has social contact at least once per week – 5 points
- the applicant has social contact less than once per week – 10 points

*It is important to note that this category does not relate to contact on a professional basis, for example from home carers, district nurses, etc. Rather, it is about social contact with friends and family.*

## **32. Housing Support**

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Points can be awarded if an applicant would benefit from support in any of the following areas:

- Housework: manage with difficulty – 4 points; cannot manage without assistance – 8 points
- Shopping: manage with difficulty – 4 points; cannot manage without assistance – 8 points
- Preparing meals: manage with difficulty – 4 points; cannot manage without assistance – 8 points
- Budgeting: 5 points
- Dealing with correspondence: 5 points
- Keeping their home safe and secure: 10 points
- Keeping their home in good repair: 10 points
- Having an emergency alarm call service available: 10 points

*It should be highlighted that Hanover will not necessarily carry out the housing support tasks listed above; however they can provide support to an applicant to access these services from other agencies.*

### Appendix 3 – Bedroom matching rules

Single adult: anyone aged 16 and over qualifies for one bedroom, single or double.

Couple: two people aged 16 and over in a relationship together as spouses, civil partners or partners qualify for one double bedroom.

Children: a child is anyone under the age of 16.

Any two children aged under 10, or two children of the same sex aged under 16, qualify for one double bedroom.

No two children may share a single bedroom.

Any other child qualifies for one bedroom, single or double

Apartment size	Bedrooms:		Priority match
	Number	Size	
1 person 1 apartment	0	Studio/flatlets	<ul style="list-style-type: none"> <li>• 1 single adult</li> </ul>
1 person 2 apartment	1	1 x single	<ul style="list-style-type: none"> <li>• 1 single adult</li> </ul>
2-person 2 apartment	1	1 x double	<ul style="list-style-type: none"> <li>• 1 couple</li> <li>• 1 single adult</li> </ul>
2-person 3 apartment	2	2 x single	<ul style="list-style-type: none"> <li>• 2 single adults</li> <li>• 1 single adult &amp; 1 child</li> </ul>
3-person 3 apartment	2	1 x double & 1 x single	<ul style="list-style-type: none"> <li>• 1 couple</li> <li>• 1 couple &amp; 1 single adult</li> <li>• 2 single adults</li> <li>• 1 single adult &amp; 1 child</li> <li>• 1 single adult &amp; 2 children sharing</li> <li>• 1 couple &amp; 1 child</li> </ul>
4-person 3 apartment	2	2 x double	<ul style="list-style-type: none"> <li>• 2 couples</li> <li>• 1 couple &amp; 1 single adult</li> <li>• 2 single adults</li> </ul>

			<ul style="list-style-type: none"> <li>• 1 couple &amp; 2 children sharing</li> <li>• 1 couple &amp; 1 child</li> <li>• 1 single adult &amp; 2 children sharing</li> <li>• 1 single adult &amp; 1 child</li> </ul>
3-person 4 apartment	3	3 x single	<ul style="list-style-type: none"> <li>• 3 single adults</li> <li>• 1 single adult &amp; 2 children</li> <li>• 2 single adults &amp; 1 child</li> </ul>
4-person 4 apartment	3	1 x double & 2 x single	<ul style="list-style-type: none"> <li>• 1 couple &amp; 2 single adults</li> <li>• 3 single adults</li> <li>• 1 couple, 1 single adult, &amp; 1 child</li> <li>• 1 couple &amp; 2 children</li> <li>• 2 single adults &amp; 1 child</li> <li>• 1 single adult &amp; 2 children</li> <li>• 2 single adults &amp; 2 children sharing</li> </ul>
5-person 4 apartment	3	2 x double & 1 x single	<ul style="list-style-type: none"> <li>• 2 couples &amp; 1 single adult</li> <li>• 2 couples &amp; 1 child</li> <li>• 1 couple &amp; 2 single adults</li> <li>• 3 single adults</li> <li>• 1 couple, 1 single adult, &amp; 2 children sharing</li> <li>• 1 couple, 1 single adult, &amp; 1 child</li> <li>• 1 couple &amp; 3 children (2 sharing)</li> <li>• 1 couple &amp; 2 children not able to share</li> <li>• 2 single adults &amp; 2 children sharing</li> <li>• 2 single adults &amp; 1 child</li> <li>• 1 single adult &amp; 3 children (2 sharing)</li> </ul>

			<ul style="list-style-type: none"> <li>• 1 single adult &amp; 2 children not able to share</li> <li>• 1 single adult &amp; 4 children (2 pairs sharing)</li> </ul>
6-person 4 apartment	3	3 x double	<ul style="list-style-type: none"> <li>• 3 couples</li> <li>• 2 couples &amp; 1 single adult</li> <li>• 1 couple &amp; 2 single adults</li> <li>• 3 single adults</li> <li>• 1 couple, 1 single adult, &amp; 2 children sharing</li> <li>• 1 couple, 1 single adult, &amp; 1 child</li> <li>• 1 couple &amp; 4 children (2 sharing x 2)</li> <li>• 1 single adult &amp; 4 children (2 sharing x 2)</li> <li>• 1 couple &amp; 3 children (2 sharing)</li> <li>• 1 couple &amp; 2 children not able to share</li> <li>• 2 single adults &amp; 2 children sharing</li> <li>• 2 single adults &amp; 1 child</li> <li>• 1 single adult &amp; 3 children (2 sharing)</li> <li>• 1 single adult &amp; 2 children not able to share</li> </ul>
5-person 5 apartment	4	1 x double & 3 x single	<ul style="list-style-type: none"> <li>• 1 couple &amp; 3 single adults</li> <li>• 4 single adults</li> <li>• 1 couple, 2 single adults, &amp; 1 child</li> <li>• 1 couple, 1 single adult &amp; 2 children</li> <li>• 1 couple &amp; 3 children</li> <li>• 3 single adults &amp; 1 child</li> <li>• 2 single adults &amp; 2 children</li> </ul>

			<ul style="list-style-type: none"> <li>• 2 single adults &amp; 3 children (2 sharing)</li> <li>• 1 single adult &amp; 3 children</li> <li>• 1 single adult &amp; 4 children (2 sharing)</li> </ul>
6-person 5 apartment	4	2 x double & 2 x single	<ul style="list-style-type: none"> <li>• 2 couples &amp; 2 single adults</li> <li>• 2 couples and 2 children</li> <li>• 1 couple &amp; 3 single adults</li> <li>• 4 single adults</li> <li>• 1 couple, 2 single adults, &amp; 1 child</li> <li>• 1 couple, 2 single adults &amp; 2 children sharing</li> <li>• 1 couple, 1 single adult, &amp; 3 children (2 sharing)</li> <li>• 1 couple, 1 single adult, &amp; 2 children</li> <li>• 1 couple, 1 single adult &amp; 3 children (2 sharing)</li> <li>• 1 couple &amp; 4 children (2 sharing)</li> <li>• 1 couple &amp; 3 children</li> <li>• 3 single adults &amp; 1 child</li> <li>• 3 single adults &amp; 2 children (sharing)</li> <li>• 2 single adults, &amp; 3 children (2 sharing)</li> <li>• 2 single adults &amp; 2 children</li> <li>• 2 single adults &amp; 4 children (2 x 2 sharing)</li> <li>• 1 single adult &amp; 3 children</li> <li>• 1 single adult &amp; 4 children (2 sharing)</li> <li>• 1 single adult &amp; 5 children (2 x 2 sharing)</li> </ul>

6-person 6 apartment	5	1 x double & 4 x single	<ul style="list-style-type: none"> <li>• 1 couple &amp; 4 single adults</li> <li>• 5 single adults</li> <li>• 1 couple, 3 single adults, &amp; 1 child</li> <li>• 1 couple, 2 single adults &amp; 2 children</li> <li>• 1 couple, 1 single adult, &amp; 3 children</li> <li>• 1 couple &amp; 4 children</li> <li>• 4 single adults &amp; 1 child</li> <li>• 4 single adults &amp; 2 children (sharing)</li> <li>• 3 single adults &amp; 2 children</li> <li>• 3 single adults &amp; 3 children (2 sharing)</li> <li>• 2 single adults &amp; 3 children</li> <li>• 2 single adults &amp; 4 children (2 sharing)</li> <li>• 1 single adult &amp; 4 children</li> <li>• 1 single adult &amp; 5 children (2 sharing)</li> </ul>
7-person 5 apartment	4	3 x double 1x single	<ul style="list-style-type: none"> <li>• 3 couples &amp; 1 single adult</li> <li>• 3 couples &amp; 1 child</li> <li>• 2 couples &amp; 2 children (not sharing)</li> <li>• 2 couples &amp; 3 children (2 sharing)</li> <li>• 2 couples and 2 single adults</li> <li>• 2 couples 1 single adult &amp; 1 child</li> <li>• 1 couple &amp; 3 single adults</li> <li>• 1 couple &amp; 2 single adults &amp; 1 child</li> <li>• 1 couple, 2 single adults &amp; 2 children (sharing)</li> <li>• 1 couple, 1 single adult &amp; 2 children who can't share</li> </ul>



			<ul style="list-style-type: none"> <li>• 1 couple, 1 single adult &amp; 3 children (2 sharing)</li> <li>• 1 couple, 1 single adult &amp; 4 children (2 x 2 sharing)</li> <li>• 1 couple &amp; 3 children</li> <li>• 1 couple &amp; 5 children (2 x 2 sharing)</li> <li>• 1 couple &amp; 4 children (2 x 2 sharing) &amp; 1 single adult</li> <li>• 1 couple &amp; 3 children (2 sharing) &amp; 1 single adult</li> <li>• 1 couple &amp; 2 children who can't share &amp; 1 single adult</li> <li>• 4 single adults</li> <li>• 3 single adults &amp; 1 child</li> <li>• 3 single adults &amp; 2 children (sharing)</li> <li>• 2 single adults &amp; 3 children (2 sharing)</li> <li>• 2 single adults &amp; 2 children who can't share</li> <li>• 1 single adult &amp; 6 children (3 x 2 sharing)</li> <li>• 1 single adult &amp; 5 children (2 x 2 sharing)</li> <li>• 1 single adult &amp; 3 children</li> </ul>
7-person 6 apartment	5	2 x double & 3 single	<ul style="list-style-type: none"> <li>• 2 couples &amp; 3 single adults</li> <li>• 2 couples &amp; 2 single adults &amp; 1 child</li> <li>• 2 couples &amp; 1 single adult &amp; 2 children</li> <li>• 2 couples &amp; 3 children</li> <li>• 1 couple &amp; 4 single adults</li> </ul>

			<ul style="list-style-type: none"> <li>• 1 couple, 3 single adults &amp; 1 child</li> <li>• 1 couple 3 single adults &amp; 2 children sharing</li> <li>• 1 couple 2 single adults &amp; 2 children</li> <li>• 1 couple 2 single adults &amp; 3 children (2 sharing)</li> <li>• 1 couple, 1 single adult &amp; 3 children</li> <li>• 1 couple, 1 single adult &amp; 4 children (2 sharing)</li> <li>• 5 single adults</li> <li>• 4 single adults &amp; 1 child</li> <li>• 4 single adults &amp; 2 children (sharing)</li> <li>• 3 single adults &amp; 2 children who can't share</li> <li>• 3 single adults &amp; 3 children (2 sharing)</li> <li>• 3 single adults &amp; 4 children (2 x 2 sharing)</li> <li>• 2 single adults &amp; 3 children</li> <li>• 2 single adults &amp; 4 children (2 sharing and 2 who can't share)</li> <li>• 2 single adults &amp; 5 children (2 x 2 sharing)</li> <li>• 1 single adult &amp; 4 children</li> <li>• 1 single adult &amp; 5 children (2 sharing)</li> <li>• 1 single adult &amp; 6 children (2 x 2 sharing)</li> </ul>
8-person 5 apartment	4	4 x double	<ul style="list-style-type: none"> <li>• 4 couples</li> <li>• 3 couples &amp; 1 child</li> <li>• 3 couples &amp; 2 children sharing</li> </ul>

			<ul style="list-style-type: none"> <li>• 3 couples &amp; 1 single adult</li> <li>• 2 couples &amp; 2 children who can't share</li> <li>• 2 couples &amp; 3 children (2 sharing)</li> <li>• 2 couples &amp; 4 children (2 x 2 sharing)</li> <li>• 2 couples &amp; 2 single adults</li> <li>• 2 couples, 1 single adult &amp; 1 child</li> <li>• 2 couples, 1 single adult &amp; 2 children (sharing)</li> <li>• 1 couple &amp; 4 children (2 sharing, 2 who can't share)</li> <li>• 1 couple &amp; 5 children (2 x 2 sharing)</li> <li>• 1 couple &amp; 6 children (3 x 2 sharing)</li> <li>• 4 single adults</li> <li>• 3 single adults &amp; 1 child</li> <li>• 3 single adults &amp; 2 children (sharing)</li> <li>• 2 single adults &amp; 2 children who can't share</li> <li>• 2 single adults &amp; 3 children (2 sharing)</li> <li>• 2 single adults &amp; 4 children (2 x 2 sharing)</li> <li>• 1 single adult &amp; 4 children (2 sharing, 2 who can't share)</li> <li>• 1 single adult &amp; 5 children (2 x 2 sharing)</li> <li>• 1 single adult &amp; 6 children (3 x 2 sharing)</li> <li>• 2 couples, 1 single adult &amp; 1 child</li> </ul>
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			<ul style="list-style-type: none"> <li>• 2 couples, 1 single adult &amp; 2 children (sharing)</li> <li>• 1 couple, 1 single adult, &amp; 2 children who can't share</li> <li>• 1 couple, 1 single adult &amp; 3 children (2 sharing)</li> <li>• 1 couple, 1 single adult &amp; 4 children (2 x 2 sharing)</li> </ul>
8-person 6 apartment	5	3 x double & 2 x single	<ul style="list-style-type: none"> <li>• 3 couples &amp; 2 single adults</li> <li>• 3 couples &amp; 2 children</li> <li>• 2 couples &amp; 3 single adults</li> <li>• 2 couples &amp; 3 children</li> <li>• 2 couples &amp; 4 children (2 sharing)</li> <li>• 1 couple &amp; 4 single adults</li> <li>• 5 single adults</li> <li>• 2 couples, 2 single adults, &amp; 2 children sharing</li> <li>• 2 couples, 2 single adults, &amp; 1 child</li> <li>• 2 couples, 1 single adult &amp; 3 children (2 sharing)</li> <li>• 2 couples, 1 single adult, &amp; 2 children none of whom can share</li> <li>• 2 couples, 2 single adults &amp; 2 children sharing</li> <li>• 2 couples, 2 single adults &amp; 1 child</li> <li>• 1 couple, 3 single adults, &amp; 2 children sharing</li> <li>• 1 couple, 3 single adults, &amp; 1 child</li> <li>• 1 couple, 2 single adults, &amp; 4 children (2 sharing x 2)</li> </ul>

			<ul style="list-style-type: none"> <li>• 1 couple, 2 single adults, &amp; 3 children (2 sharing)</li> <li>• 1 couple, 2 single adults, &amp; 2 children who can't share</li> <li>• 1 couple, 1 single adult, &amp; 3 children (2 sharing)</li> <li>• 1 couple, 1 single adult, &amp; 5 children (2 sharing x 2)</li> <li>• 1 couple, 1 single adult, &amp; 4 children (2 sharing, 2 of whom can't share)</li> <li>• 1 couple, 1 single adult, &amp; 3 children</li> <li>• 1 couple &amp; 6 children (2 sharing x 2)</li> <li>• 1 couple &amp; 5 children</li> <li>• 4 single adults &amp; 2 children sharing</li> <li>• 4 single adults &amp; 1 child</li> <li>• 3 single adults &amp; 4 children (2 sharing x 2)</li> <li>• 3 single adults &amp; 3 children (2 sharing)</li> <li>• 3 single adults &amp; 2 children who can't share</li> <li>• 2 single adults, &amp; 5 children (2 sharing x 2)</li> <li>• 2 single adults &amp; 4 children (2 sharing, 2 of whom can't share)</li> <li>• 2 single adults &amp; 3 children</li> <li>• 2 single adults &amp; 6 children (3 x 2 sharing)</li> <li>• 1 single adult &amp; 7 children (3 x 2 sharing)</li> </ul>
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			<ul style="list-style-type: none"><li>• 1 single adult &amp; 6 children (2 sharing x 2, 2 of whom can't share)</li><li>• 1 single adult &amp; 5 children</li><li>• 1 single adult &amp; 5 children (2 x 2 sharing)</li></ul>
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